

# News Release



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July 25, 2023

## Released a new service for tenants “Shinoken Life Support 24” Preventing trouble in advance for single residences

Shinoken Facilities Co., Ltd., a subsidiary of Shinoken Group Co., Ltd. (Tokyo Headquarters: Minato-ku, Tokyo, President: Hideaki Shinohara, hereinafter referred to as “Our group”, including the whole group,) has begun selling and offering “Shinoken Life Support 24,” in which consultants, mostly former police officers, provide assistance in resolving troubles such as noise problems in addition to a 24-hour, 365-day-a-year response service.

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Our group manages rental apartments and condominiums as one of its business domains. In recent years, due to changes in lifestyles, such as an increase in the number of hours people spend at home and the weakening of ties in local communities, there has been an increase in media reports concerning incidents stemming from noise and other problems.

“Shinoken Life Support 24” is a 24-hour, 365-day-a-year response service for emergency problems with water, locks, glass, etc., plus a consultation service for neighborhood troubles and harassment that are difficult for individuals to resolve.

The service is provided by professional trouble-solvers, mainly former police officers, who can handle neighborhood troubles that are difficult for the police to solve before they become complicated, thereby helping to prevent prolonged problems and incidents from occurring. “Shinoken Life Support 24” will contribute to the reduction and resolution of problems by taking care of the anxieties of people who live alone.

### < Three features of “Shinoken Life Support 24” >

- 1) 24-hour, 365-day-a-year response service plus a consultation service for neighborhood troubles
- 2) Professional trouble-solvers, mainly former police officers, who directly handle the matter
- 3) Support for early resolution in cooperation with local government and specialized consultation services

## **Expanding recurring business by enhancing service for peace of mind in daily life**

This service is planned to be sold not only to tenants of apartments and condominiums managed by our group, but also to brokers, and several companies are already planning to introduce this service.

With the vision of becoming “A life support company for every generation across the world,” the Group will continue to focus on the development of various "life support" services that will accompany customers throughout their lives, expand the recurring business, which is positioned as our important earnings base, and promote the transformation of the business structure.

**【Shinoken Facilities Co., Ltd.】**

Rental management, Condominium management, Real estate brkerage, Cleaning, Security

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A life support company for every generation across the world



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